

3-TIER SYSTEM

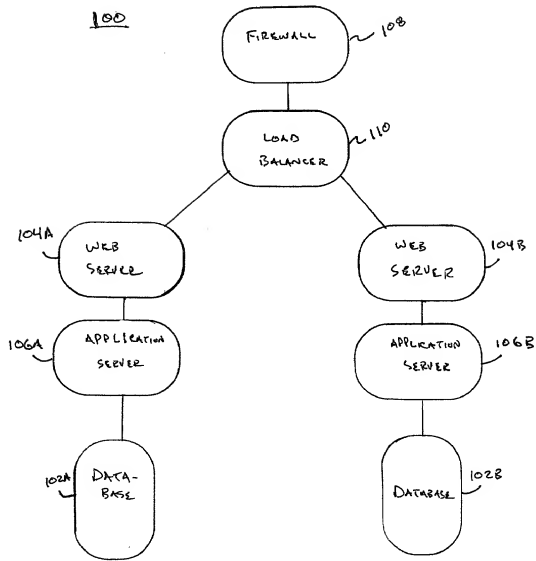


FIGURE 1

0976642-012004

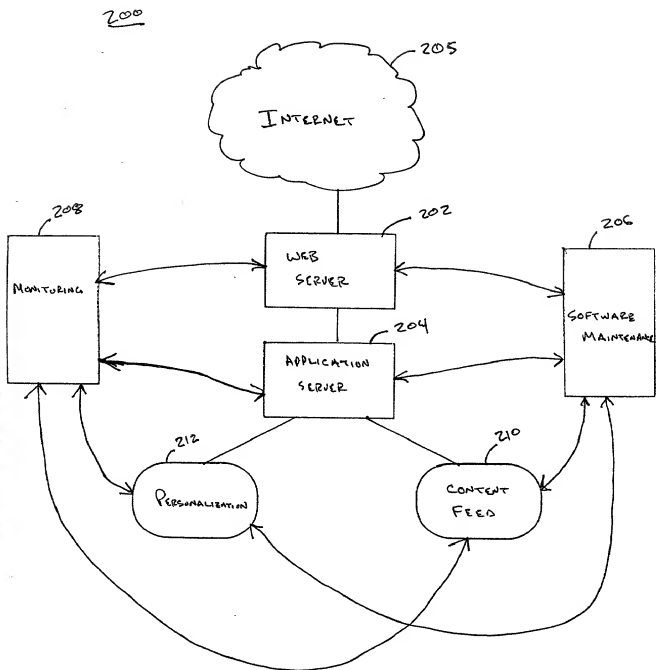


FIGURE 2

300

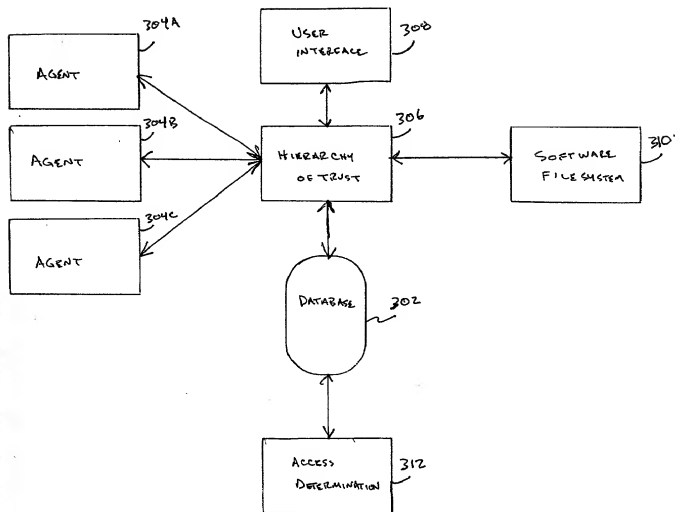


FIGURE 3

CUSTOMER ROLE PACKAGE

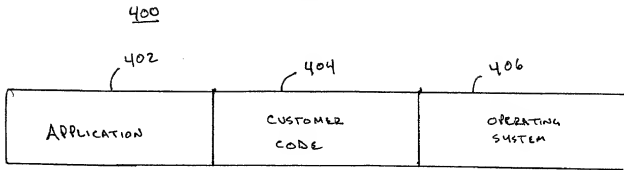


FIGURE 4

ROLE-CENTRIC MODEL

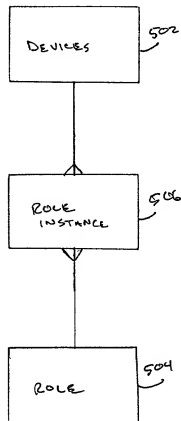


FIGURE 5

SERVICE-CENTRIC MODEL

600

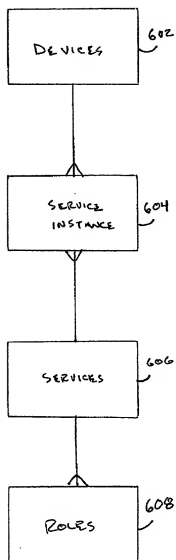


FIGURE 6

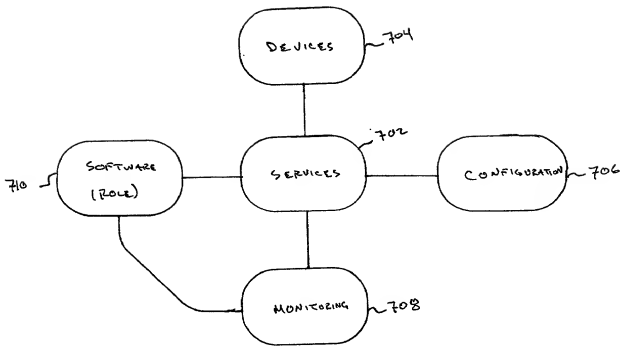


FIGURE 7

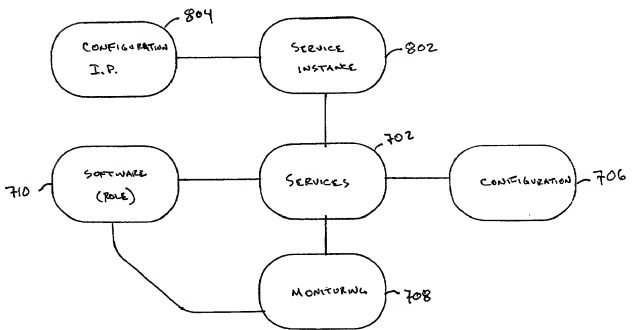


FIGURE 8

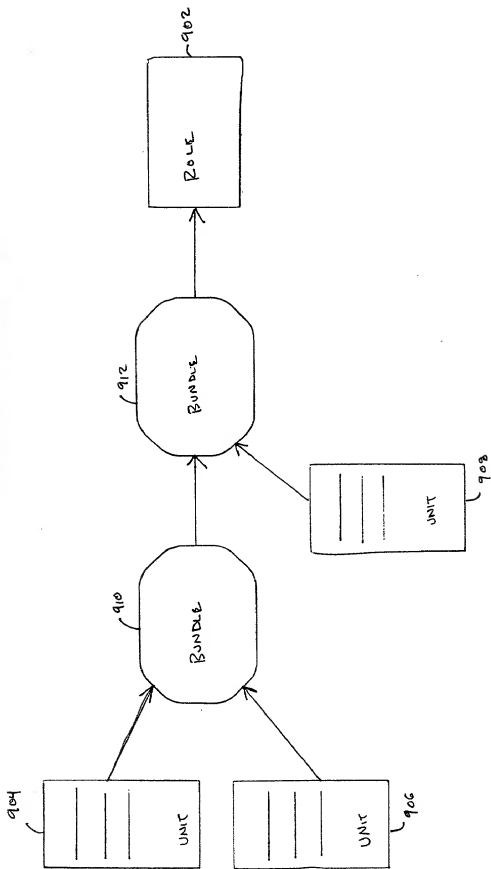


FIGURE 9

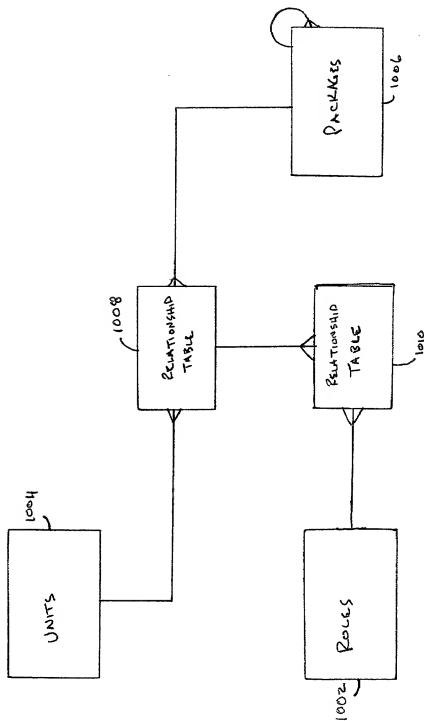


FIGURE 10

1100

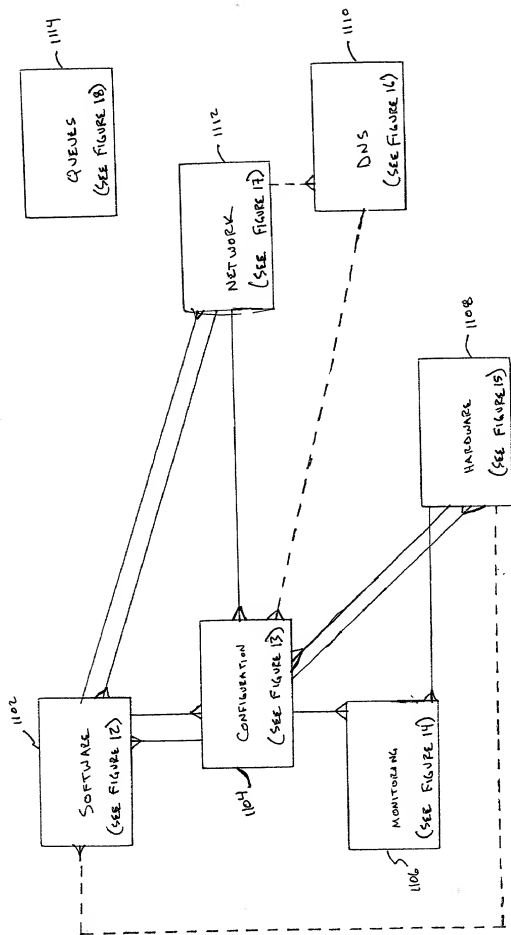


Figure 11

SOFTWARE 1102 TO 1248

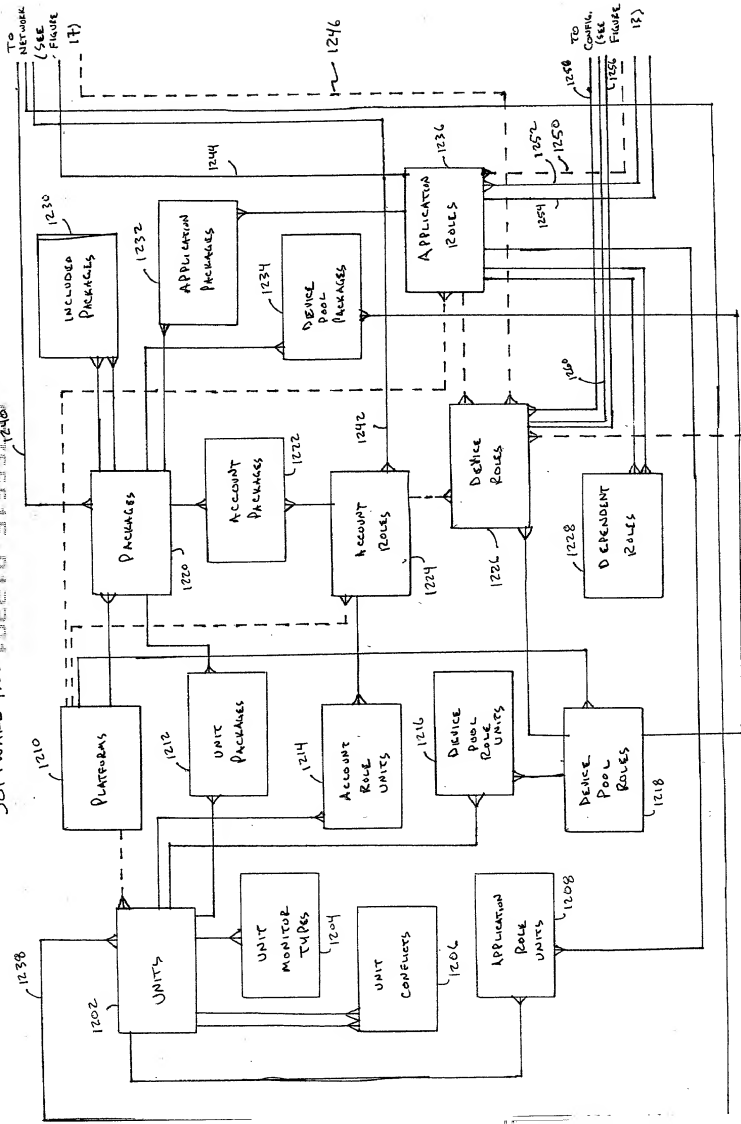


FIGURE 12

TO HARDWARE

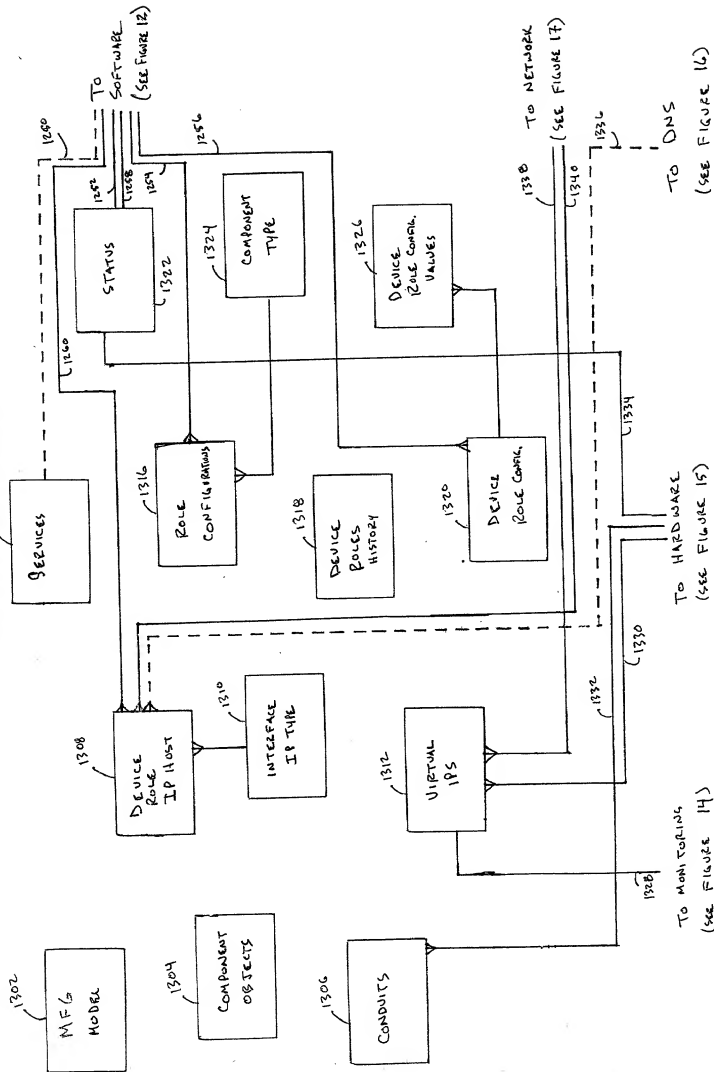
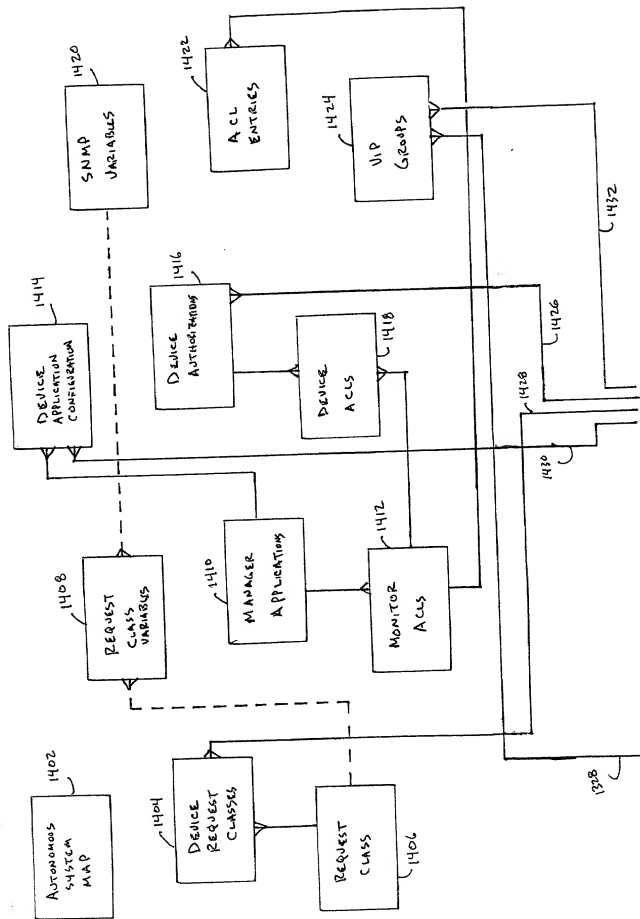


FIGURE 13

0076615 0126070 5199260

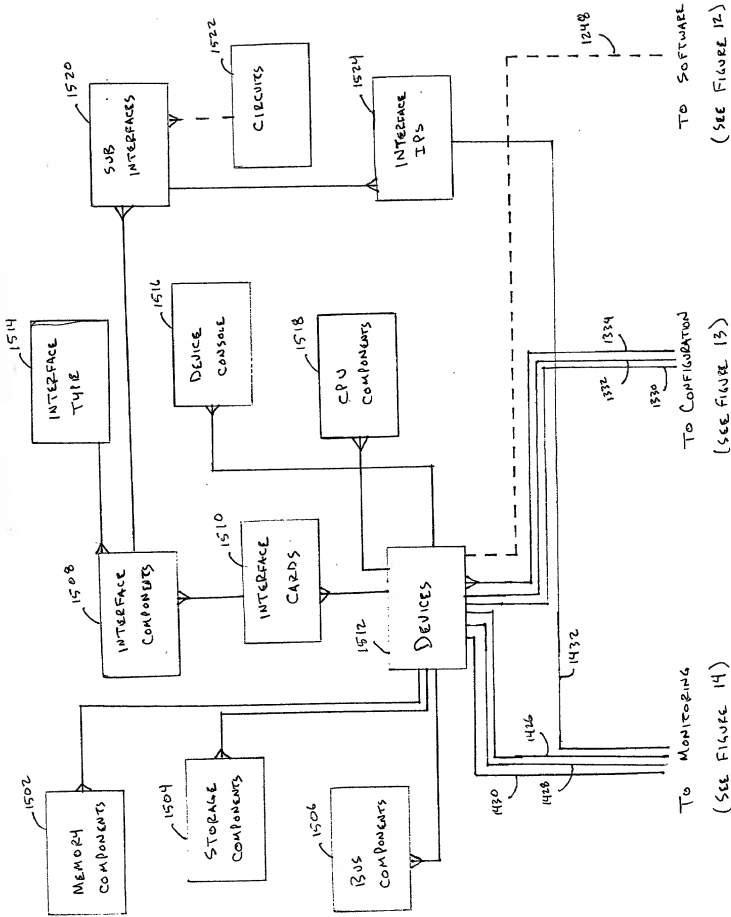
MONITORING



TO HARDWARE
(SEE FIGURE 15)

TO CONFIGURATION
(SEE FIGURE 13)

FIGURE 14



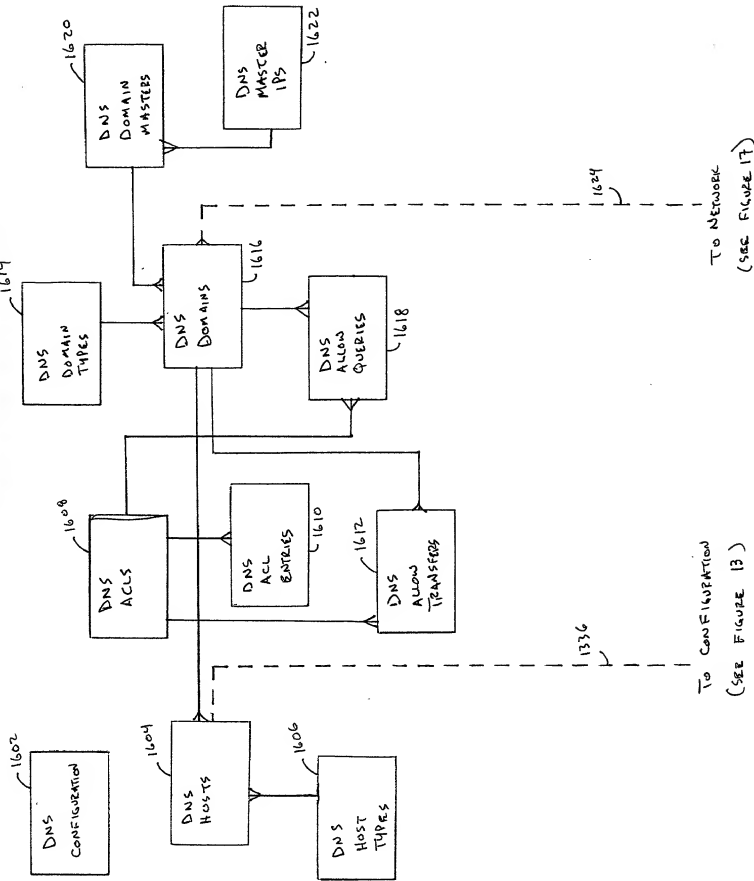


FIGURE 16

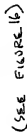


FIGURE 17-
(see FIGURE 13)

(see Fig 12)

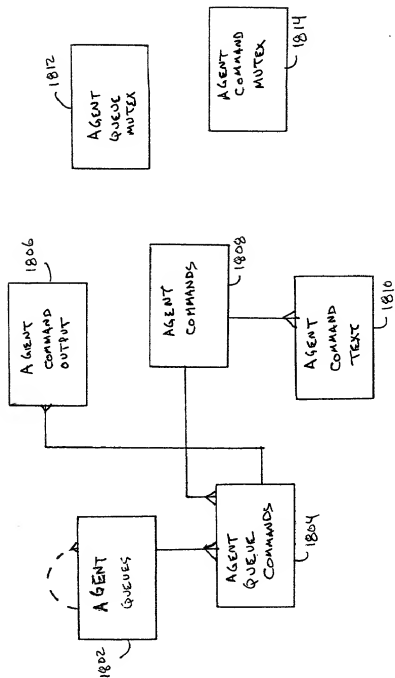


FIGURE 18